



DEPARTMENT OF THE ARMY  
U.S. Army Forces Central Command - SA  
RIYADH SAUDI ARABIA  
APO AE 09852



#2002-7

POLICY LETTER # 7 – OPEN DOOR POLICY

11 Aug 02

1. This Policy Letter applies to all military personnel and federal civilian employees assigned, attached, on temporary duty, or otherwise sent to Saudi Arabia to support ARCENT-SA. It also applies to any unit, section, detachment, or other organizational entity attached to or otherwise under the direction or control of ARCENT-SA. This Policy Letter also applies to all family members accompanying the military personnel and federal civilian employees. The term “federal civilian employees” includes individuals who have an employment or contractual relationship with the Department of the Army, Department of Defense, or any other U.S. Government agency.
2. Soldier problems and individual concerns can distract greatly from unit training and ultimately, combat readiness. Identifying and resolving these problems and concerns is a command responsibility. The chain of command within ARCENT-SA must be totally accessible to all soldiers, federal civilian employees, and family members within the Command. Assisting our personnel in solving their problems is paramount to maintaining a combat ready unit.
3. While appointments are preferred, my door is open at all times for visits. If a personal visit is not possible, someone would like to get in touch with me immediately, or someone would prefer to raise issues or concerns without meeting with me in person in my office, then I encourage you to contact me by the local area network (or electronic mail). Officers should coordinate with the Deputy Commanding Officer (DCO), and enlisted soldiers with the Command Sergeant Major to ensure my availability. Federal civilian employees and family members should contact my secretary to make an appointment or to ensure my availability. Although the DCO, Command Sergeant Major, and my secretary assist me in managing my calendar, every person in this Command is welcome to come in to see me any time that I am available to speak with you.
4. I encourage you to discuss problems with your immediate chain of command, the Command Sergeant Major (for enlisted personnel), or the DCO (for officers).
5. Unit commanders will establish a similar policy within their units and explain it during the initial orientation when personnel arrive at the unit.

AFRD-SA-CDR

SUBJECT: Policy Letter Number 7 – Open Door Policy

6. This Policy Letter supersedes and rescinds all previous Policy Letters on this subject and will be permanently displayed on all unit bulletin boards.

*// ORIGINAL SIGNED //*  
THOMAS H. STANTON  
COL, AD  
Commanding

DISTRIBUTION:

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